

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2174
Serial No. : 10/804,320 Examiner : Boris M. Pesin
Filed : March 18, 2004 Conf. No. : 7310
Title : CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S
GRAPHICAL DASHBOARD

MAIL STOP AF

Commissioner for Patents
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AMENDMENT SUBMISSION WITH REQUEST FOR CONTINUED EXAMINATION

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 7 of this paper.

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS -WEB system on this date: April 2, 2008